

# Pre-Proposal Conference

**RFP-044-T-2020(P)**

**DHS VoIP Project STT/STJ**



Department of Human Services

Thursday, June 25, 2020

1:30 pm

# Agenda



- Introductions
- Presentation
- Questions



**DEPARTMENT OF PROPERTY AND PROCUREMENT**  
**Government of the United States Virgin Islands**

Request for Proposal: **RFP-044-T-2020(P)**

Pursuant to Chapter 23, Title 31 of the Virgin Islands Code, the Government of the Virgin Islands, Department of Human Services is requesting proposals for a new **Telephone VoIP System – St. Thomas/St. John District**

Proposals will be received by the Department of Property & Procurement, Division of Procurement (address):

8201 Subbase, 3<sup>rd</sup> Floor  
St. Thomas, Virgin Islands 00802

Proposals will be accepted at the Department of Property & Procurement no later than **4:30 p.m.** Atlantic Standard Time: **Monday, July 20, 2020.**

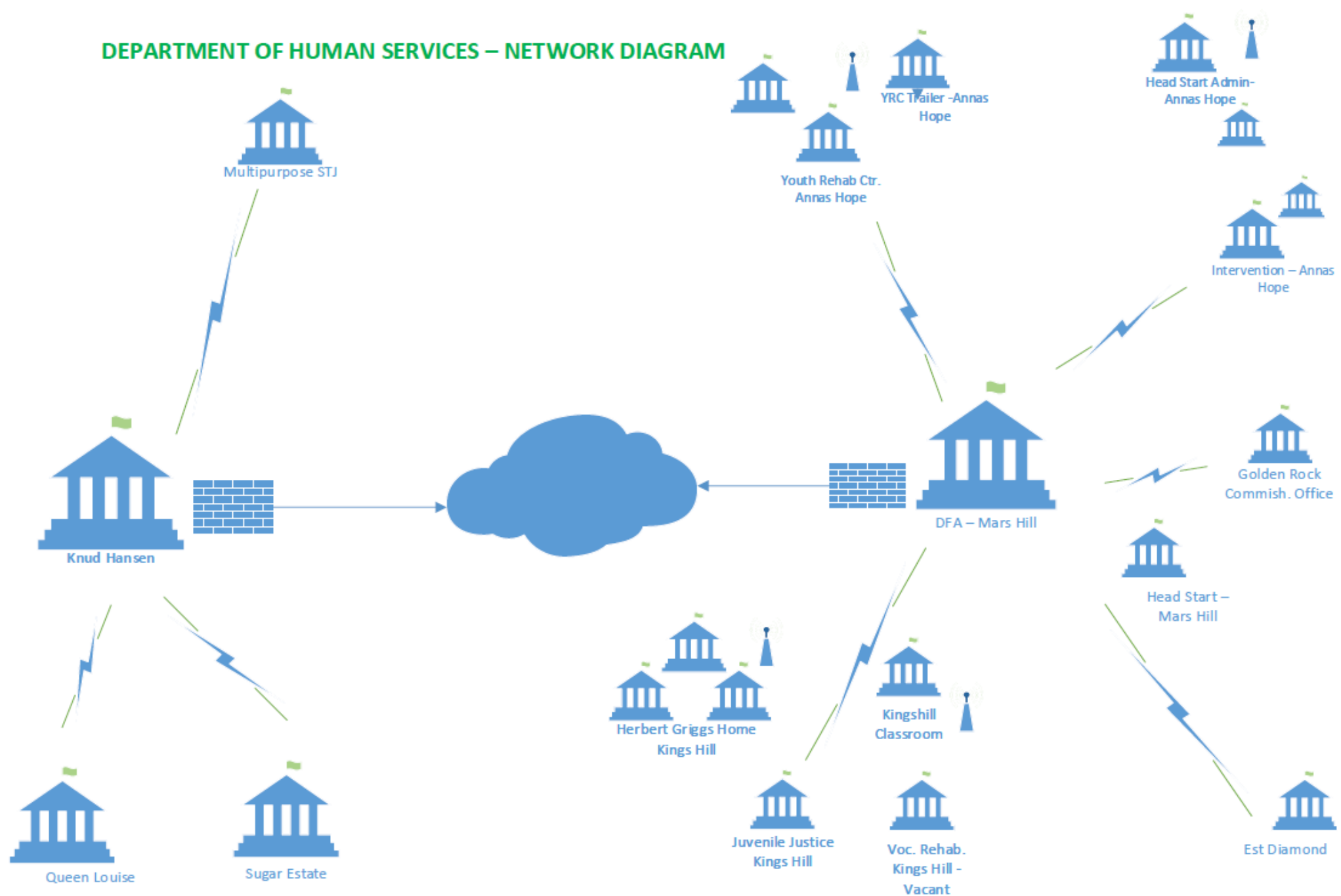
**Pre-Proposal Conference:** Department of Human Services – Knud Hansen Building Video Conferencing Room – **Thursday, June 25, 2020 @ 1:30 PM**

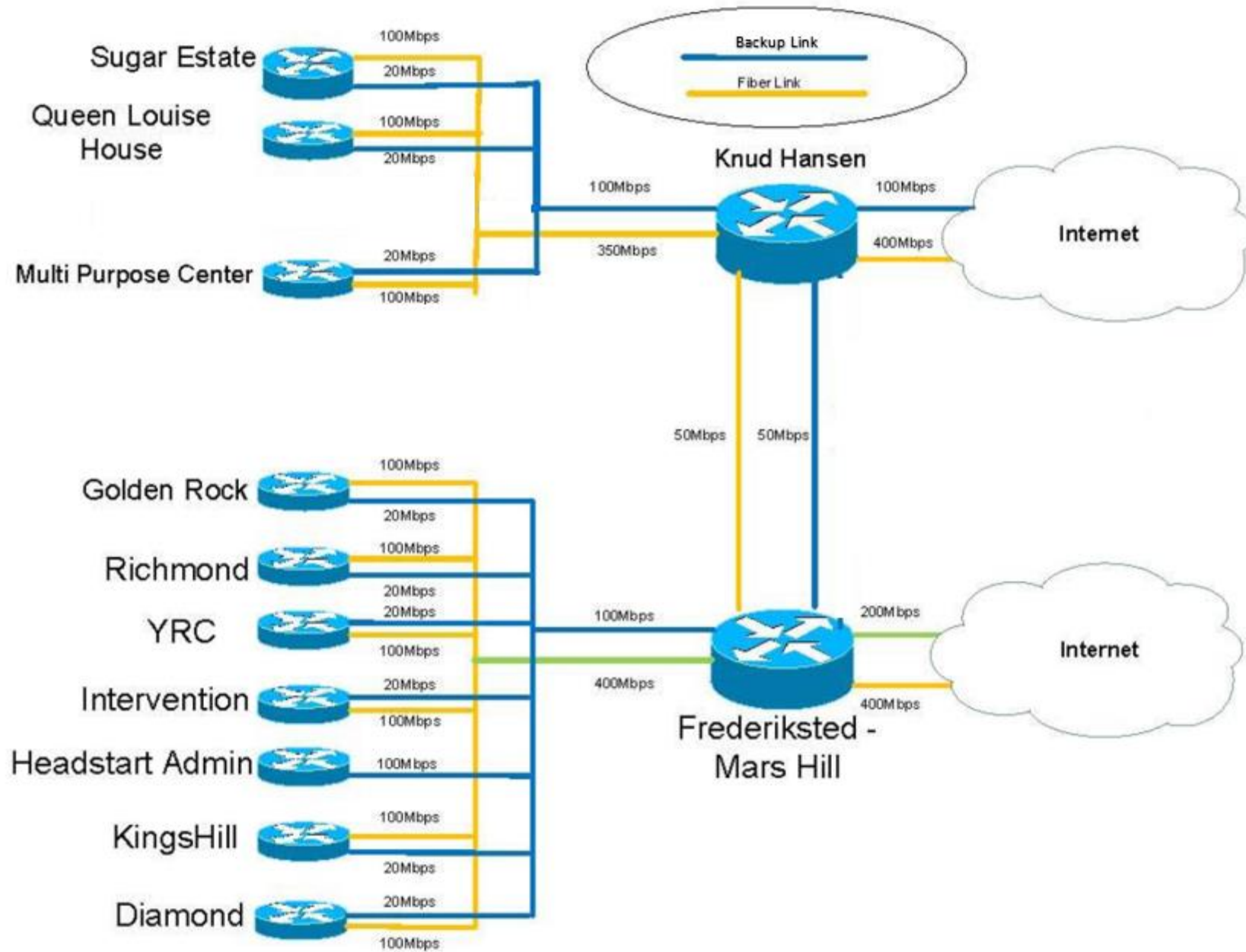
Documents may be obtained from the Department of Property & Procurement at the above address or at <http://dpp.vi.gov>. For information please contact Mrs. Lisa Alejandro Assistant Commissioner, at (340) 774-0828 ext. 230 or [lisa.alejandro@dpp.vi.gov](mailto:lisa.alejandro@dpp.vi.gov).

Anthony D. Thomas  
Commissioner



## DEPARTMENT OF HUMAN SERVICES – NETWORK DIAGRAM





# Knud Hansen Complex

Nortel Communication Server 1000

55 IP Telephones

208 Digital Telephones

263 TOTAL Telephones

**Nortel**  
**1140E**



**Nortel**  
**1120E**



**Nortel**  
**M3904**



**Nortel**  
**M3903**



**Nortel**  
**M3902**





## Norstar by Nortel

Queen Louise Home  
for the Aged

11 telephones



Sugar Estate –  
Head Start

15 telephones



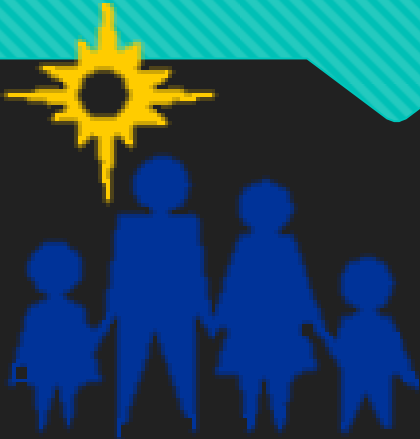
## Nortel 6x16 SKU

Multi-Purpose  
St. John

10 telephones



36 TOTAL telephones



# DHS IT Staff

Systems Manager (1)

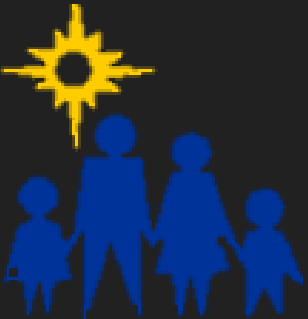
Network Analyst (1)

Computer Support  
Specialist (1)

Help Desk Specialists (3)

Contractor's training offerings prior to cut over of any initial deployment, shall include but not limited to:

- Installation
- Setup
- Configuration
- Commissioning
- Operation
- System Maintenance





# SERVICES

## REQUIRED SERVICES

- Unified Messaging
- Enterprise Mobility
- Call Accounting
- Call Recording

## FEATURE SETS

- Automatic call back
- Unified Communication
- Dialing from Outlook (DHS uses hosted email services)
- Call Waiting
- Call Waiting Caller
- Call Forward Busy/ No Answer/ All Calls

- Call Redirect
- Call Hold/Release
- Call Park/ Pickup/ Queuing
- Call Transfer
- Call Line ID Name and Number
- Multiple Calls per Line Appearance
- Prime Line Select
- Shared Extension on Multiple Phones
- Bridged Call Appearances
- Speaker Phone Capable
- Auto/Speed Dial
- Programmable Buttons w/paperless labels
- Paging & group paging
- Direct Inward Dial (DID)
- Extension Dialing between locations
- Automatic Call Distribution (ACD) Groups
- Wi-Fi and IP-DECT wireless gateway functionality
- Custom Call Routing (CCR)

- Find Me/Follow Me
- Group Call Pickup
- Remote Maintenance/Administration
- Voice Mail (multiple stored voicemail greetings for users)
- Group voicemail for call groups & notification to users or group
- Voice Mail forward to Email
- Auto Attendant/Night/After Hours Service
- Soft phone features
- Consistent and excellent voice quality
- Toll charges, classes of service for Toll restriction
- Make/Drop Conference
- Add-On Conference

- Conference Bridging for internal and external
- Automatic Alternate Routing
- Call forward capability to external numbers
- Station Message Detailed Report (SMDR)
- Marketing/Music on Hold (MoH)
- Voice Mail Light Indicator
- Remote Handsets
- Wireless technology (wireless headset)
- Voice over VPN
- Integration with leading smart phones & tablets (enterprise support)
- Integration to Public Address (PA) system
- Intercom/Paging

# Network Assessment:

Conduct a full network assessment to determine the viability of integrating and installing the new system in the existing data network. (requirements on the network in terms of quality of service, packet prioritization, cable quality, termination specifications, etc. )

The contractor will provide all results of the assessment including necessary network maps, specification thresholds, specific problem areas and the recommendation solution and cost for each.

The contractor is responsible for scheduling a mutually agreed upon date for the assessment and any walk-through that the contractor may deem necessary.

# Transition Plan :

DHS expects the installation of the new system to have little or no impact to ongoing operations. Contractor is expected to have experience in this area and to provide DHS with a plan to accomplish this as follows:

- Create a design to move the units off old systems to new system with minimized disruption
- Provide how the parallel process will migrate old to new
- Provide all documentation, installation, reports and materials to DHS prior to commencement of installation.
- DHS currently works with VIYA for their phone services and SmartNet for their internet needs and MPLS of remote sites. Respondent will be expected to interface as needed with both companies.

# Questions:

Any questions regarding this proposal may be directed to the Department of Property and Procurement.

All verbal information is for clarification purposes only and is not binding. Any binding information **MUST** be in writing. Any deviations from the scope of work/specifications should be so stated in your proposal.